



Meeting Minutes: Homeland Security Information Network Advisory Committee Meeting

August 6, 2014

August 2014

Summary of the Homeland Security Information Network Advisory Committee Meeting

The Homeland Security Information Network Advisory Committee (HSINAC) held its quarterly virtual meeting on August 6, 2014. The meeting was supported through HSIN Connect, the Program's web-conferencing feature for all members. The HSINAC provides advice to the Secretary regarding DHS's ongoing efforts to improve the effectiveness of information sharing initiatives, and in particular, the Homeland Security Information Network (HSIN). The principal goals of this meeting were to discuss membership renewals and to update the committee on the program's accomplishments against the committee's recommendations since their last in-person meeting in April 2014.

HSINAC members in virtual attendance included:

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| • Daniel Cooney | • Ronald Leavell | • Thomas Sands |
| • Dan Crawford | • Michael Milstead | • Shelly Schechter |
| • Robert Dorsey | • Erin Mullen | • Fred Vincent |
| • Monte Fronk | • Mark Perez | • Charles Werner |
| • Jason Henry | • Rolando Rivero | • Steven Westermann |

Mr. Ray Ragone, HSIN Program's Alternate Designated Federal Officer (ADFO) for the Homeland Security Information Network Advisory Committee (HSINAC), opened the meeting with general housekeeping guidance, a review of the agenda, the day's speakers, and then turned the meeting over to the HSINAC Chair, Mr. Rolando Rivero. Mr. Rivero welcomed the group and requested that all attendees introduce themselves for documentation purposes via the conference line and Connect Session.

Mr. Ragone continued the conversation with a review of the current HSINAC members, addressing those members that have sought re-nomination to the committee and those that will be departing at the end of November. He thanked the departing members for their dedication and service to the advancement of the HSIN Program. Mr. Ragone asked that each of the returning members provide him with an updated resume for submission prior to the next virtual meeting.

Ms. Katherine Mullins, HSIN Director of Communications, Outreach, and Policy, provided the members with an overview of recent events, incidents, and operational uses of HSIN since the committee last met in April. The highlights included, support of training for the nationwide SAR Initiative, the Boston Marathon, Kentucky Derby, Southwest Border Operations Support, National Governors Association Conference, and the Major League Baseball (MLB) All-Star weekend.

Mr. Damon Bragg, HSIN Operations and Maintenance Manager, emphasized the program's progress by highlighting real-time statistics surrounding the platform's increased user base and profiles, network availability, and help desk efficiencies. He explained that as we continue down the path of Federation and Interoperability, capacity planning on the system will take place with partners as the number of users on the system will see a steady increase.

Ms. Tracy Hollis, HSIN Development Manager, focused her presentation on the upcoming major HSIN Development Deliverables and current Customer Engagements. Upcoming development will be focused

not only on end user functionality, but also technology and architecture updates. The major initiatives for the remainder of FY14 include: 1) RISS.net users accessing HSIN using RISS credentials, 2) Federal Law Enforcement Training Center (FLETC) training using the HSIN Learning Management System (LMS), 3) DHS Personal Identity Verification (PIV) card implementation, and 4) enhancements to the Site Directory interface and requests for membership. Behind the scenes, the HSIN Development team will be focused on system performance and optimization. For 2015 and beyond, Ms. Hollis asked for the continued support of the committee to provide guidance in identifying key initiatives so resources can be dedicated to ensuring that future development priorities are aligned with user needs. Ms. Hollis continued the conversation with updates on the strides that the program is making around HSIN (Adobe) Connect. The program will be researching and implementing several items to address the concerns of availability and bandwidth on the system including: 1) Global Monitoring for auditing and reporting capabilities, 2) Telephony for dial-in recording capabilities, and 3) Researching the Cloud offerings that Adobe will provide for scaling of the userbase. Ms. Hollis continued discussion around HSIN Reporting efforts and the path forward for addressing internal and external reporting needs. The ongoing development of reporting features will continue throughout each quarter in FY15.

HSINAC Guidance and Advice:

The AC members provided acknowledgement that the program is addressing the need for continued federation and portal consolidation throughout the department. HSINAC member, Mr. Charles Werner, requested that the HSIN PMO reach out to Chief Harlin McEwen to discuss the advancement of Federation and Interoperability with public safety telecommunications.

Ms. Mullins led the Stakeholder Management presentation, focusing on the HSIN Program's Outreach and Communications. She kicked off the presentation with a review of the HSIN Communications products, metrics associated with each, and the value that the program receives from the many fact sheets, one pagers, and training materials that the team compiles. HSIN is using key metrics on readership to help drive the creation of focused messaging and delivery mechanisms.

HSINAC Guidance and Advice:

HSINAC member, Mr. Monte Fronk, expressed his interest in the ability for the Communications team to work jointly on a tribal specific newsletter or article of focus in current publications.

Ms. Mullins continued with a review of the completion of the HSIN Branding Effort. The overarching goal of the effort is to create a meaningful, realistic message about HSIN's unique value. Throughout the effort, the HSIN Communications team completed questionnaires and interviews with 62 members of HSIN governing bodies, the Program Management Office, and advanced users of the platform. The timeline for the completion of the Branding Effort envisions a finalized and implemented brand in the first quarter of FY15.

To address a topic of discussion from the last committee meeting, Ms. Mullins provided an overview of the research that has been completed for the creation and/or advancement of the HSIN Video. The options available for the program to pursue include: 1) Update the current HSIN video with new pictures

and text, 2) Produce a new video using pictures, motion graphics, and narration by leveraging DHS studio resources, or 3) Produce a new video featuring interviews with stakeholders and users through an outside production company.

HSINAC Guidance and Advice:

The HSINAC discussed at length Option 3, specifically requesting that the video be longer and include stakeholder interviews and testimonials. HSINAC members also discussed the ability for the program to utilize social media, such as YouTube, for stakeholder comments and operational awareness at events and/or incidents. The HSIN program will take further action to continue the research and to provide the HSINAC with an update in the next virtual meeting.

Ms. Mullins provided an update of the major initiatives that the Outreach team is engaged in through Outreach Coordination, Tribal Coordination, and improved Mission Area reporting. Ms. Mullins requested continued support from the HSINAC members to advance the engagements in the areas of Public Health and National Defense.

Ms. Mullins closed her presentation with an update on the Outreach and Governance teams' joint work on the restructuring and revitalization of the HSIN User Working Group (HUWG). The top items that the teams are working to change include 1) Restructuring subcommittee meetings to better align with user needs and 2) Harmonizing the meetings with HSIN steady state operations. The final piece of Ms. Mullins' presentation provided the members with an update on the functionality and resources available within the HSINAC site.

Mr. Rolando Rivero, HSINAC Chair, discussed the status and membership of the HSINAC sub-committees that were formulated at the April in-person meeting. Members were assigned to each committee, specifically to replace those members that will be departing in November. The new member assignments included:

- Tools/Features: Erin Mullen, **Steven Westermann**, Fred Vincent and Ron Leavell as alternates, if needed
- Federation/Interoperability: **Mike Milstead**, Dan Cooney, Rolando Rivero, Fred Vincent
- Outreach Coordination: **Tom Sands**, Ron Leavell, Robert Dorsey

The names in bolded font represent the members that will act as the chair of the subcommittee.

The sub-committees, per FACA guidelines, require no public notice or attendance of public guests, the HSIN ADFO must approve all meeting agendas and be in attendance to each meeting, and any or all resolutions, reports, and documents are to be forwarded to the parent committee for review and validation. Each sub-committee has agreed to meet and provide status updates at the upcoming, virtual meeting in Q1FY15.

The meeting was opened for public comment. There was none.

Meeting Adjourn

The sessions ended with a commitment of the HSIN PMO to follow-up on the items below:

- The HSIN PMO ADFO will reach out to the re-nominated HSINAC members for updated resumes;
- The ADFO will work with the sub-committee chairs to provide status and substantive proof of meetings and path forward for the formulated HSINAC sub-committees; and
- The HSIN Outreach team will coordinate with HSINAC members to collaboratively advance Outreach engagements within underrepresented Mission Areas.